



JANCY VARGHESE

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PROFESSIONAL SUMMARY

Customer-focused Support Representative with 2+ years of experience in high-volume customer service environments across telecom and BPO sectors. Skilled in CRM management, call handling, email support, technical troubleshooting, escalation handling, and customer satisfaction improvement. Strong technical foundation in networking (CCNA), programming, and operating systems, enabling efficient issue diagnosis and resolution. Dedicated to delivering exceptional customer experience and enhancing service operations.

WORK EXPERIENCE

Customer Support Associate

Tech Mahindra Limited – Hyderabad, India | Mar 2022 – Sep 2023

- Handled customer queries through phone, email, and chat with professionalism and empathy.
- Provided accurate product/service information and resolved technical issues promptly.
- Logged and monitored customer interactions in CRM tools ensuring timely follow-up.
- Adhered to quality standards, communication protocols, and performance metrics.
- Coordinated with technical teams to escalate and resolve complex service issues.

Customer Service Advisor

Q Conneqt Business Solutions Limited – Pune, India | Jan 2021 – Oct 2021

- Delivered customer support for high call volumes in a fast-paced environment.
- Used active listening and empathy to resolve and de-escalate customer concerns.
- Collaborated with internal teams to streamline workflows and reduce handling time.
- Developed and implemented customer feedback tracking to improve service quality.
- Conducted follow-up calls to confirm resolution and ensure long-term satisfaction.

EDUCATION & CERTIFICATION

Bachelor of Engineering (Computer Science & Engineering) | Anna University, Tamil Nadu | 2014 – 2018

Higher Secondary Education (HSE) | Govt. HSS Punalur, Kerala | 2012 – 2014

CCNA (Cisco Certified Network Associate) – SMEC Labs, Kochi

TECHNICAL SKILLS

- Networking: Cisco Devices, IPv4/IPv6, WAN Technologies, Routing (Static, RIP, EIGRP, OSPF), VLSM, NAT (Static/Dynamic/Overload), VTP, STP, HSRP, VRRP
- Programming: C, C++, Java
- Web Technologies: HTML, CSS, JavaScript
- System Tools: Windows OS, MS Office
- Platforms: CRM Tools, Ticketing Systems

CORE COMPETENCIES

- Customer Relationship Management (CRM)
- Call Handling & Email Support
- Complaint & Escalation Handling
- Problem Solving & Conflict Resolution
- Customer Satisfaction (CSAT) Improvement
- Multitasking & Time Management
- Technical Troubleshooting
- SLA Compliance & Quality Assurance

LANGUAGES

- English
- Malayalam
- Hindi